

Haitham Saeed

Date of birth: 26/03/1980
Nationality: Egyptian
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Innovative, results-oriented technology leader with extensive experience in diverse range of technology within hospitality industry. Proven ability to bridge technology and business goals to provide productive leading edge technological solutions and improve the operational efficiency with emphasis focus on guest/customer satisfaction.

Change agent and problem solver with a passion for technology; skilled in grasping the big picture and partnering closely with business leaders. Noted for a merge hands-on leadership style with excellent communication skills to continually drive focused and implementing standards and solutions. Visible record of success reducing downtime improving security and reducing costs. Quality-driven and servant leader; able to relocate

PROFESSIONAL EXPERIENCE

Swiss inn Hurghada Resort
Information System Manager

From: January, 2021 till Present

Direct Reporting: General Manager
401 Rooms, 14 outlets and banquet facility - Hurghada – Egypt

Manage the hotel's IT infrastructure, systems, servers, PABX and server room, providing 1st line support for end users. Educating end-User to ensure well-being of Computer equipment and to be self-reliant in solving basic IT related problems. Ensure the hotel adopts and maintains brand standards for guests and business services in relation to IT services and offerings. Ensure Information Technology standards and best practices are communicated, implemented and measured in the property. Comply with the company audits, Ensure that the Business Recovery Procedures are kept up to date and tested.

Hilton International - Hilton Hurghada Resort
Information System Manager

From: October, 2008 till December 2020

Direct Reporting: General Manager
401 Rooms, 14 outlets and banquet facility - Hurghada – Egypt

Manage the hotel's IT infrastructure, systems, servers, PABX and server room, providing 1st line support for end users. Educating end-User to ensure well-being of Computer equipment and to be self-reliant in solving basic IT related problems. Ensure the hotel adopts and maintains brand standards for guests and business services in relation to IT services and offerings. Ensure Information Technology standards and best practices are communicated, implemented and measured in the property. Comply with the company audits, Ensure that the Business Recovery Procedures are kept up to date and tested.

- Spearhead design, rebuild and renovation of the 9 years old hotel hardware, software, network infrastructure, hotel data center and PABX room to be a role model for Hilton Egypt hotels in terms of reliability, redundancy and established scalability for future growth.
- Jump from rank 11th to the 3rd position in the annual IT audit for Hilton Egypt over 17 sister hotels and resorts.
- Introduced new operational policies and procedures to achieved a proven 100% Contingency drill score in Hilton Contingency plan review of 2009 for front of house systems – 1st on Egypt Hilton and Conrad hotels.

- Carried out the preparation for replacing the Fidelio PMS to the Hilton OnQ PMS as 1st Pilot in Egypt.
- Operational Excellence Champion
- Hilton NOW Champion
- Social Media Champion
- Blue Energy Champion
- information Technology Community Association Red Sea Board Member

Other Employments experience

- Hotel DE flag from Hilton International to Swiss Inn as of January 2021 negotiation with the owner office, arrange standard for the hotel with the new managing company. The best to maintain the latest market requirements and either maintain the system security to meet the international standards.
- Support in Hilton Luxor Resort & Spa, Luxor, Egypt, July, 2010
- Support and handover process in Cairo Ramses Hilton, November, 2016
- Support in Hilton Pyramids Golf, Jan, 2017
- Support in Hilton Pyramids Golf, August, 2017

Hilton International- Cairo Nile Hilton Hotel Assistant Information System Manager

From: November, 2007 - September, 2008

Direct Reporting: Information System Manager - Director of Operation.
480 Rooms, 21 outlets and banquet center - Cairo – Egypt

Responsible for the 1st line support to hotel users and guests, daily processes, backups and preventive maintenance for workstations and servers.

- Achieved the 1st rank on Sinai and Red Sea Hilton hotels in the annual information technology internal audit.
- Established standardized processes for development, documentation and quality assurance of IT critical applications that could impact property ledger.
- Designed and implemented a guest service application and database to log and track all guest requests from different departments, resulted in significantly improved guest satisfaction.
- Participated in many pilot projects for Hilton's corporate application testing and evaluation.

Baron Palms Hotel

From: February 2004 – October, 2007

Information System Manager
Direct Reporting: General Manager
240 Rooms, 8 outlets - Sharm El Shekh – Egypt

Reporting to GM director, responsible for the 1st line support to hotel users and guests, daily processes, backups and preventive maintenance for workstations and servers.

- Opening of 240 room as second extension to the hotel, HSIA network, PMS and F&B POS outlets.
- Established standardized processes for development, documentation and quality assurance of IT critical applications that could impact property ledger.
- Designed and implemented a guest service application and database to log and track all guest requests from different departments, resulted in significantly improved guest satisfaction.

I.T Max Company

From: January, 2003- February, 2004

Technical Support Hotels and Companies
Hurghada, Egypt

- Technical Support for the Hotels and Companies.
- To assist the IT to solve some problems.
- Responsible for TE - Data branch in Hurghada.
- Submit Some Counseling Network Wired And Wireless.

- Responsible for TE-Data branch in Hurghada for Installations and maintaining the Te Data lines.

Compu Sharm Company

Technical Support Hotels and Companies
Sharm El Shekh, Egypt

From: December, 2001- December, 2003

- IT technical support to Dreams Beach Hotel.
- Opening New Extension Dreams Beach Hotel.
- Technical Support the hotels and companies.
- Responsible for Link.net branch in Sharm El Shiekh for Installations and maintaining the Link.net lines.

QUALIFICATION HIGHLIGHTS

- Project management
- Develop guest technology
- Building IT Infrastructure
- Quality Solution Delivery
- Network administration
- Quality Assurance standard implementation
- IT Security awareness implementation and training
- Hospitality systems
- In-room entertainment technologies
- Help Desk design and implementation
- Converged networks architecture
- Global IT delivery and project management
- Technology Architecture and Integration
- Strategic analysis and internal consulting
- Business continuity
- Budgeting and cost control
- Process improvement
- Team building and development

APPLICATION AND OPERATING SYSTEMS

Server Operating Systems

Operating Systems

Productivity

Property Management

Point of Sale

POS Hardware

Authentication

Messaging

Door locking

Finance

Materials and procurement

HR and Payroll

IPTV head end

IP Telephony

PABX

Voice Mail

Backup

Enterprise Antivirus

Firewall application

Network monitoring

Call accounting

HSIA Billing and management

Remote installation services.

Manage and configure network devices and operating system services.

Configure hardware devices and drivers.

Monitoring and optimizing Network performance.

Hard disk management.

Configuring and troubleshooting the desktop.

Manage security in Network.

Configure network clients, services and protocols.

Enhance remote networking.

Mange network IP addressing.

Creating network user accounts

Sharing and manage network resources

Implement permissions on network resources

Advanced hard disk management

Configure network terminal services

All versions of Microsoft windows servers, Novell Netware 5.1 & 6 and Linux Fedora and Red hat

All versions of Microsoft windows, Linux Fedora Core 3 and 4

All versions of Microsoft Office full range of products

Opera 5.6 OnQ - Opera 4 -Fidelio 6.20 – Fidelio Suite 8

Single server for single and multi-property.

Symphony 2- Micros Fidelio 3700, 8700 and 9700

UWS 3, 4, 5, 6

MS Active Directory – Novell Zen Works

MS Exchange 2003/7 - GroupWise 6/7 – Lotus CC Mail

Onity – Ving card

Sun System 4, 6

Fidelio F&B – Material Control - Birch Street

Maestro – Oasis – FOX

Tandberg – Cisco Scientific Atlanta

Cisco Call Manager 4.2, 4.3 and 7

ALCATEL 4400 – AT&T – AVAYA

Cisco Unity – FCS Voice mail

Veem – VERITAS Backup exec – Acronis

Sophos - McAfee - Norton

All Versions of MS ISA

Cisco – HP – 3Com

TMS, FCS Win suite and Tiger

OVI, Nomadix, Hotspot

Configure network protocols
 Disaster preparedness and recovery
 Configure and manage SCCM
 Configure and manage DNS
 Configure and manage DHCP
 Configure and manage WSUS
 Configure and manage Routing with windows 2000/2003/2008/2012/2016/2019
 Configure and manage network Radius
 Troubleshooting win 2000/2003/2008/2012/2016/2019 network
 Configure Public key in network
 Configure DNS for active directory
 Using group policy to manage the desktop environment
 Using group policy to deploy applications
 Using group policy to optimize security
 Designing Proxy server solution
 Design network management solution
 Implement and configure major network operating systems
 Network Installation and upgrade
 Network troubleshooting
 Configure Routers
 System Center Configuration Manager

KEY RESPONSIBILITIES

- Educating end-User to ensure well-being of Computer equipment
- Educating end-Users to be self-reliant in solving basic IT related problems
- Work with Business Management to expedite access and better utilization of information.
- Ensure guest IT queries are managed to defined standards with minimal risks.
- Ensure the hotel adopts and maintains brand standards for guests and business services in relation to IT services and offerings.
- Ensure Information Technology standards and best practices are communicated, implemented and measured in the property.
- Communicate, plan and manage the implementation of Information Technology to the hotel in accordance with company Information Technology strategies and priorities.
- Ensure that the IT Operating Rules & Guidelines of the use of computer equipment are available to all users and are followed.
- Ensuring Best Practices and Standards are maintained, in particularly, Software Licensing, System Security and comply with the company standard IT audit as well as external IT audits and International license agreements.
- Ensure that the Business Recovery Procedures are kept up to date and tested.
- Ensure that hotel data is secured and in line with stated standards and best practices.
- Ensure Access Control is in line with stated standards and best practices.
- Source, evaluate and implement local solutions where appropriate within a framework agreed by Area IT.
- Manage local implementation projects
- Measure Information Technology costs, benefits and performance in the hotel and maximize and protect hotel profitability through the leverage of information Technology, training and operational best practices.
- Maximize opportunities to reduce IT costs through effective purchasing & negotiating maintenance contracts in line with company standards using approved vendors or local choice, if none are recommended.
- Managing IT spending against IT Capital expenditure and operational budgets.
- Identify and propose opportunities to augment revenue.
- Responsible for timely preparation and submission of all IT budgets.
- Ensure regular self-evaluations of IT practices are completed and communicated.
- Ensures appropriate contribution to company strategic plan, alignment with organizational IT strategy and execution thereof at the facility.
- Ensures the development, management and administration of the facility IT budget, including alignment with facility business objectives and achievement of facility IT profitability targets.
- Ensures the appropriate fulfillment of the Change Management Process Custodianship responsibilities .
- Ensures adherence to, and consistency of, the predefined levels of customer service as required (SLA adherence)
- Ensures appropriate participation in the project management lifecycle where required.
- Ensures the mitigation of risk by development and execution of an IT risk management plan.
- Ensures the appointment of key IT staff members to comply with business requirements.
- Ensures the development of (where appropriate) and adherence to standards, processes, procedures, checklists, regional compliance & governance requirements .
- Ensures the ongoing development and management of a process culture at the hotel.
- Ensures ongoing monitoring, analysis, interpretation and reporting of service statistics / information to enable and execute continuous improvement activities.
- Ensures the development and execution of an IT awareness and "marketing" program.
- Ensures the development, management and evangelization of Knowledge Management processes and principles at the department.

EDUCATION AND LANGUAGES

- **Bachelor degree** Information System, Computer Science 2001, Future Academic
- **Language Skills**

Arabic	Native Language
English	Very Good

TRAINING

- Management Development Program (MDP3)
 - Communication Skills and Project Management
 - IT Project Management Essentials: Introduction to IT Project Management
 - IT Project Management Essentials: Executing IT Projects
 - IT Project Management Essentials: Initiating and Planning IT Projects
 - IT Project Management Essentials: Testing Deliverables and Closing IT Projects
 - IT Project Management Essentials: Monitoring and Controlling IT Projects
 - Decision Making: Making Tough Decisions
 - Managing Your Career: Creating a Plan
 - Managing Your Career: Leveraging the Performance Appraisal Level
 - Presenting Successfully
 - Presenting Your Case
 - Basic Presentation Skills: Planning a Presentation
 - Leadership Essentials: Building Your Influence as a Leader
 - Interpersonal Communication: Communicating with Confidence
 - The Voice of Leadership: Effective Leadership Communication Strategies
 - Enhancing PowerPoint 2013 Presentations
 - Generating Creative and Innovative Ideas: Enhancing Your Creativity
 - ISO 22000
 - Trust Building
 - Professional Development Program for Hospitality Managers (IDI)
 - Introduction to Financial Statements
 - Costing Decisions
 - Planning an Effective Business Meeting
 - Communication for Results
 - Introduction to IT Project Management
 - Sustainability (Light Stay)
 - Skills Training Overview Webinar
 - Hilton Generic Brand Service Standards
 - Time Management - Taking Control of Your Time
 - Knowledge Management Fundamentals
 - Group Training & Departmental Trainer
 - Delivering Successful Presentations and Presentation Techniques
 - Project Management Workshop
 - Performance Management
 - Business Writing Essentials
 - Supervisor Skills
 - Interview Skills
 - Networks: Network Protocols and Remote Access
 - Infra-Structure MCSE Track
 - Studying MCSE
 - Networks: Wireless LAN Technologies
 - Security: Internet Security Overview
 - Security: Firewalls and VPNs
 - Netware: Novell NDS Design and Implementation: Designing an NDS Tree
 - Netware: Novell NetWare 5 Administration
 - Netware: Novell NDS Design and Implementation: Time Synchronization
 - Technical Support: PC Configuration
 - Technical Support: PC Diagnostics and Repair
 - Microsoft: Windows 2000/2003/2008/2012/2016/2019 Server Management, Active Directory
 - Office 2000 automation + Ms Project
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PERSONAL SKILLS

- Negotiation Skills
- Leadership Skills
- Ability to multi-task and work on several projects at one time.
- Decision making or problems solving by using logic to identify key facts, explore alternatives
- Ability to work with various personalities under pressure and hard circumstances.
- Experience in being able to balance competing priorities and tight deadlines.
- Good capability of flowing the information to other parties
- Teaching& Learning new things
- Can lead teams and successfully handle team conflicts
- Excellent communication skills both verbal and written
- Good presentation and public speaking skills

MANAGEMENT SKILLS

- Project management experience with multiple projects
- Budget planning and control expenses
- Excellent technical understanding of the management of IT in a service organization
- Very good knowledge of the hospitality industry
- Excellent knowledge of job related technology i.e. Fidelio, Novell, Networking, Micros, SUN
- Leadership, People Control
- Ability to set, implement and maintain minimum standards.
- Problem solving and decision making skills
- Pro-active and acts on my own initiative.
- Time management skills
- Strong analytical skills & Self-motivated personality

REFERENCES

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PLEASE DO NOT HESITATE TO ASK FOR FURTHER REFERENCES.
FINALLY, I WOULD LIKE TO THANK YOU FOR THE TIME YOU HAVE SPARED TO READ MY RESUME, HOPING TO CO-OP
WITH YOUR RESPECTIVE COMPANY